



Preliminary Information

PIP5677C 2020 10L60 10L80 10L90 10 Speed Gen II Automatic Transmission Restriction Program

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	CT4	2020	All	All	All	MQA
Cadillac	CT5	2020	All	All	All	MHS
Cadillac	CT6	2019 - 2020	All	All	All	MHS MHW MHX

Involved Region or Country	North America
Condition	Transmission Assembly
Cause	Restriction

Correction:

The 10L60, 10L80 and 10L90 10 Speed Automatic Transmission part numbers 24042586, 24269983, 24269984, 24271644, 24271645, 24278968, 24278969, 24284098, 24284099, 24284102, 24284121, 24289388, 24290455, 24290456, 24291499, 24291500 and 24291503 are on restriction through GM PQC as part of our ongoing quality improvement efforts to assist Engineering with product concern identification effective on 09/24/19.

Your cooperation with this program is greatly appreciated.

Note: Do not disassemble the transmission or clear any DTCs prior to contacting Product Quality Center.

If your diagnosis has led to an internal repair or replacement of the 10L60, 10L80 or 10L90 10 Speed Automatic Transmission, please contact the Product Quality Center (PQC) by opening a case via Dealer Case Management (DCM) From the DCM home page, click on "New PQC Case" found on the Technical Assistance tab.

Then, in Global Connect click on the Support/Chat tab, TAC-PQC Tab, PQC -Parts Restrictions Templates to Download the appropriate PQC -Parts Restrictions Template and save a copy to your computer, You can attach a copy of the template to your PQC Case.

The 10L60, 10L80 and 10L90 10 Speed Automatic Transmission questions located below, are contained in the Global Connect PQC -Parts Restriction template.

Please complete the questionnaire below before contacting PQC through DCM.

Caller's First & Last Name/Position:

Technician's Name/Direct Phone:

Parts Manager's Name:

Parts Manager's Phone and Fax Number:

Dealership's Correct Address:

How many times in for this concern?

How many total days down for this concern?

Was TAC contacted?

If Tac was contacted what is the case number?

What recommendations were given by TAC?

What is the customer's concern?

Is the vehicle for personal or commercial use?

If commercial, what type of use?

Describe the failure of the unit:

Why is replacement of the requested component needed?

Broadcast Code:

Serial Number:

Does the vehicle have any DTCs in any module (ECM/TCM/BCM, etc.)?

Note: (Do Not clear any DTCs prior to reviewing with engineering).

Note: : [GDS must be launched from TIS to make sure all the data is captured and can be retrieved.]

Are there any transmission-related DTCs?

Note: (Do Not clear any DTCs prior to reviewing with engineering).

Are there any shifting issues (late, early, missed, no shift)?

When does the issue occur (hot, cold, under accel/decel)?

Is there any unwanted vibration?

Any other transmission performance issues?

Are there any leaks (Y/N)

If yes what type of leak?

What is the location of the leak?

Are there any noise concerns?

If yes what kind of noise?

Where is the noise coming from?

Is the transmission fluid full?

Is the transmission fluid contaminated?

Parts Information

Description	Part Number	QTY
Transmission Assembly	24042586	1
Transmission Assembly	24269983	1
Transmission Assembly	24269984	1
Transmission Assembly	24271644	1
Transmission Assembly	24271645	1
Transmission Assembly	24278968	1
Transmission Assembly	24278969	1
Transmission Assembly	24284098	1
Transmission Assembly	24284099	1
Transmission Assembly	24284102	1
Transmission Assembly	24284121	1
Transmission Assembly	24289388	1
Transmission Assembly	24290455	1
Transmission Assembly	24290456	1
Transmission Assembly	24291499	1
Transmission Assembly	24291500	1
Transmission Assembly	24291503	1

Warranty Information

For vehicles repaired under the Powertrain coverage, use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
8464670	Transmission Replacement	Use Published Labor Operation Time

Version History

Version	
	4
Modified	<p>09/23/2019 - Created on.</p> <p>10/02/2019 - Added transmission part numbers 24269983, 24269984, 24282946, 24284102, 24284121, 24289388 and 24294934. Added the 2019 model year.</p> <p>02/04/2020 - Removed the 2019 model year and transmission part number 24290680.</p> <p>02/18/2020 - Removed transmission part numbers 24268797, 24269986, 24271649, 24274314, 24281547, 24282946, 24289388, 24290680, 24291506, 24291507, 24294934 and 24298121. Added transmission part numbers 24042586 and 24284098. Removed models and added the 2019 model year.</p>



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